

Your SIM card is active



If you are using a smartphone, please read the back page carefully before inserting the SIM card.

- Your handset must support 3G UMTS 2100MHz frequency.
- You cannot use this SIM card outside of Japan.

MyHanaCell (HanaCell Customer Support)

<http://support.hanacell.com/en/>

Making a call

Please note: Always use **0063** on all of your calls. Use of any other dialing method will cost considerably more.

• Calling a Japanese number

Dial **0063** then the phone number

eg. Dialling (03-4550-1525)

0063 03 4550 1525

• Calling an international number

Dial **0063** then **country code** then the **phone number (without the first zero)**

eg. Dialling HanaCell US (888-634-8226)

0063 1 888 634 8226 * US country code is 1

eg. Dialling HanaCell UK (01543-426-999)

0063 44 1543 426 999 * UK country code is 44

*Please see <http://bit.ly/WnEe3F> for call rates.

*Please note that direct dialling rate will apply when calling a toll free number.

Receiving a call

- If caller is in Japan, he/she dials the cell phone number starting 090 or 080.
- If caller is not in Japan, he/she dials the **international dial out code**, **country code** then the **phone number (without the first zero)**

eg. If caller is in the USA and your cell phone number is 090-6666-5555

011 81 90 6666 5555

* The dial out code is [00] in most of Europe and Asia.



Japan SIM Card

HanaCell

Your Japan SIM card cell phone number

SIM serial number

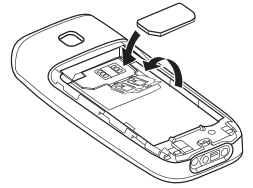
SIM PIN code

Please contact customer support if you require the PUK code.

Inserting your SIM card

Remove your SIM card from the credit card sized surround. Remove the back cover and battery of your handset and insert the SIM card.

Assemble the handset back together. Refer to your handset manual for further instructions on inserting your SIM card.



The SIM card and its contacts can easily be damaged by scratching or bending. Please handle with care.

Sending SMS

You can send and receive SMS with most GSM networks in the world.

• eg. Sending SMS to another Japanese number

- ① [Menu] > [Messaging] > [Create message]
- ② Enter message then enter the phone number you wish to send message to.
- ③ [OK] will send the SMS

eg. Sending an SMS to a Japanese cell phone number (090-6666-5555)

090 6666 5555

• eg. Sending SMS to an international number

- ① Enter **[+]**, **country code**, **the cell phone number (without the first zero)**

Refer to your handset user manual for instructions on how to display +

eg. Sending an SMS to a US cell phone number (646-123-4567)

+ 1 646 123 4567 * US country code is 1



Delete any unsolicited text messages. The information provided in them do not relate to our service.

Voicemail

● Retrieving your voicemail messages

① Dial [1416]

② Press [1] to listen to new messages

A max. of 20 messages of up to 3 minutes will be stored for as long as 48 hours.

! When you receive a new voicemail message, you will receive an SMS message from [1414]. If your handset does not support Japanese, this message content may not display properly.

Signal problems

● Try switching your phone off and on

* You may experience low coverage in between buildings, inside tunnels and in basements.

● Check your handset if the network setting is 3G

Android Phones: [Mobile networks]→untick [Use only 2G networks].

iPhones: [Settings]→[General]→[Cellular]→turn on [Enable 3G]

* Please ensure that you never turn on [Cellular Data]

● Try manual network search

[Mobile networks]→[Network search].
Select "Softbank".

Cellular Data Data charges will apply

Please do not use Cellular Data as it will be very expensive

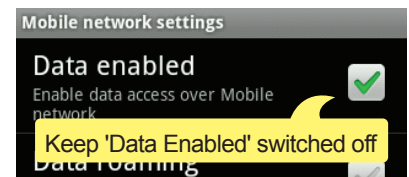
! Please read before using your Japan SIM card with a smartphone


iPhones and other smartphones may auto-configure the SIM's data settings when you insert your Japan sim card. In order to avoid data usage, please ensure that you change your phone settings as follows:

 Android phone  iPhone

1 Disabling Data

Please ensure that you have disabled data on your smartphone. When disabled, you can avoid use of cellular data. Please note that you do not need to enable this setting to use WiFi.



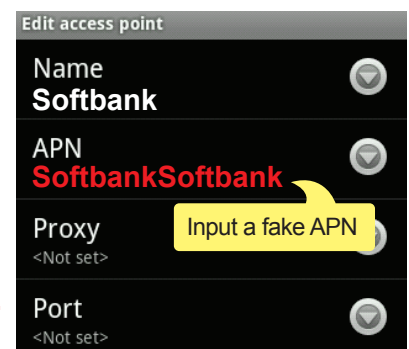
 [Settings]→[Wireless & networks]→[Mobile networks]→untick [Data enabled]
*make sure that the check box is grey and unticked

 [Settings]→[General]→[Cellular]→turn off [Cellular Data]


2 Delete APN

When you insert your Japan SIM card into your smartphone, the SIM card may auto-configure an Access Point Name (APN). This is the setting which the phone requires to use cellular data on a network.

By deleting all Softbank APNs from your phone, you can avoid using cellular data. Press and hold "APN", then select "delete" from the sub-menu. If you cannot delete an APN, enter a false APN. eg. Enter "**softbanksoftbank**" to the APN field (see picture) and save.



 [Settings]→[Wireless & networks]→[Mobile networks]→[Access Point Names]

 [Settings]→[General]→[Cellular]→[Cellular Data Network]

*Please use iPhone configuration utility if "Cellular Data Network" is not visible on your iPhone.

When you reset or change SIM cards, your phone may revert back to default settings. Please ensure you check your settings again.

**Please do not use Cellular Data on your Japan SIM Card.
Cellular data usage may incur a high charge.**

You are liable for all data charges incurred on your Japan SIM card according to our terms and conditions.